



2154

Docket No. 50325-0504

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

) Group Art Unit: 2154
)
Karen Ann Bradley, et al.) Examiner: Kenny S. Lin
)
Application No. 09/727,567)
)
Filed: November 30, 2000)

For: TIME-BASED MONITORING OF SERVICE LEVEL AGREEMENT

RECEIVED

MAY 28 2004

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Technology Center 2100

REPLY TO OFFICE ACTION WITH AMENDMENT

Sir:

In reply to the Office Action mailed March 11, 2004, for which the shortened statutory time for reply extends to June 11, 2004, Applicants respectfully request reconsideration of the application in light of the amendments and remarks herein.

Amendments to the Specification begin on page 2 of this paper.

Amendment to the Claims are reflected in the Listing of Claims that begins on page 4 of this paper.

Remarks/Arguments begin on page 11 of this paper.